

## **20.1.0 INTRODUCTION**

The federal Office of Refugee Resettlement (ORR) in the Administration for Children and Families administers the Refugee and Entrant Program, to which we will be referring as Refugee Assistance Program (RAP). The Department of Workforce Development submits a state plan to operate the refugee program. For the purpose of this manual, Refugee Assistance Program (RAP) consists of Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA) which provide temporary assistance to help arriving refugees while they become self-sufficient. "Refugee," unless otherwise indicated, will include refugees, asylees, Cuban-Haitian entrants, certain Amerasians, Victims of Trafficking and any other categories eligible for refugee benefits under federal law.

RCA is modeled upon the W-2 payment system, and RMA is a part of the Medical Assistance (MA) program, providing an MA card and benefits to indigent arriving refugees who are not eligible for MA due to a lack of categorical eligibility. Refugees receiving RCA are referred to refugee employment and training services.

Refugees generally enter the U.S. without income or assets with which to support themselves during the first few months here. Families with children under age 18 are generally eligible for support under Wisconsin Works (W-2). Refugees who are aged, blind or disabled may receive assistance from the federally administered Supplemental Security Income (SSI) program. Refugees eligible for these two programs may be enrolled in the Medicaid program, which provides medical assistance for low-income individuals and families.

Refugees who meet the income and resource eligibility standards of the W-2 or Medicaid programs, but are not otherwise eligible – such as single individuals, childless couples, teen parents and two-parent families with no children under 18 years of age – may receive benefits under the special RCA and RMA programs. Eligibility for these special programs is restricted to the first eight months in the U.S., except for asylees and victims of trafficking, from the date a certification or ORR issues eligibility letter.

## **20.2.0 ELIGIBILITY FOR OTHER PROGRAMS**

Determine eligibility for Wisconsin Works (W-2) before determining eligibility for Refugee Cash Assistance (RCA). Determine each refugee, asylee, and entrant's eligibility for W-2 and MA, and refer for Supplemental Security Income (SSI), if appropriate.

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A client is not eligible for RCA if s/he is eligible for or receiving W-2, or receiving SSI. There is no eligibility for RMA if s/he is eligible for or receiving MA. This applies to all refugees, asylees, and entrants whether they: (1) accept or refuse benefits from other programs, or (2) are ineligible due to failure to comply with any eligibility requirement.

Refugees accepting federal "Match Grant" income or services are not eligible for W-2 or RCA until completion of "Match Grant" program support. Refugees who may be eligible for SSI or Kinship Care should be referred to these programs but may be eligible for RCA on an interim basis until eligibility for an alternative assistance program has been established, not to exceed eight months.

**20.2.1 Wisconsin Works (W-2)**

Determine first if the person is eligible for W-2, and offer a W-2 placement if found eligible. If s/he meets W-2 financial eligibility requirements but does not meet W-2 nonfinancial eligibility requirements, or is not eligible for a paid W-2 placement, then determine his/her eligibility for RCA. Contact the supporting voluntary (refugee) resettlement agency (VOLAG) to determine if a refugee is receiving "Match Grant" support before determining W-2 eligibility. If the refugee is currently receiving "Match Grant", manually deny W-2 eligibility in CARES using reason code 046 on AGOE to override W-2 and confirm the failed W-2. Be sure to go back to ACPA and change the W-2 request from "Y" to "N" and re-run eligibility for confirmation that W-2 eligibility was not granted. Suppress all CARES generated W-2 notices and provide a manual negative notice to the refugee. The manual notice should explain that s/he is not eligible for W-2 or RCA because s/he is receiving "Match Grant" support funds or services, but that s/he can reapply for W-2 after "Match Grant" support is terminated.

**20.2.2 Medicaid (MA), Refugee Medical Assistance (RMA) and BadgerCare (BC)**

Refugees may be eligible for some type of medical assistance upon arrival, including RMA or MA. \_\_\_\_\_

**20.2.2.1 Refugee Medical Assistance (RMA)**

RMA is considered a separate benefit from MA but provides the same level of benefits as full MA. RMA is available only in the first eight months after a refugee's date of entry. If it is not applied for in that eight-month period, it cannot be applied for later. While W-2 agencies have contract responsibility for providing RMA, they will need to coordinate

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with economic support agencies to ensure eligibility for all regular MA subprograms is tested first. If the individual fails non- financial eligibility for MA, including BadgerCare (BC), then test for RMA at that point. If the individual fails financial eligibility for MA then s/he would not be eligible for RMA. Eligibility processing for RMA needs to be done manually using form HCF 10110 (previously DES 3070). The medical status codes that may be applicable for this population are the following:

<b>MA Subprogram</b>	<b>Med Stat</b>	<b><u>Description</u></b>	<b>CARES category</b>
Refugees, Occasional DOH Funding	88	Refugee, no T19, RMAP, no \$	non-CARES
Refugees, Occasional DOH Funding	89	Refugee, institutionalized, no T19, RMAP, no \$	non-CARES

In the majority of cases, the medical status code “88” should apply. The manual form can be sent to EDS via e-mail. E-mail address:

[eds\\_3070@dhfs.state.wi.us](mailto:eds_3070@dhfs.state.wi.us)

Guidelines for Determining RMA Eligibility:

1. Use the AFDC-related medically needy financial eligibility standard MA.
2. Do not consider in-kind services and shelter provided to an applicant by a sponsor or voluntary resettlement agency.
3. Do not count RCA payments or Reception and Placement (R&P) cash assistance from a voluntary resettlement agency.
4. Do not use prospective budgeting, count only an applicant's income and resources on the date of application.
5. MA non-financial eligibility criteria do not apply. For example, applicant does not need to have dependents, be a minor, be elderly, blind or disabled to be eligible for RMA.
6. Individual must provide proof of refugee status (See Appendix VIII and Appendix IX).
7. Individual should provide the name of the resettlement agency which resettled them.

Once a person is eligible for RMA s/he is entitled to the benefit for up to eight months from his/her date of entry, *not* from the date of RMA application. A Forward card will be issued to an RMA recipient. Do not terminate RMA regardless of any change in the level of income, earnings, or source of income including W-2, RCA or employment. An individual does not need to be applying for or receiving RCA to be eligible for RMA.

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Enrollment in Food Stamps or W-2 has no impact on whether a refugee is eligible for RMA.

**20.2.2.2      *Medicaid (MA) and BadgerCare (BC)***

In order to be eligible for regular MA or BC, a refugee applicant must meet all the financial and non-financial criteria just like any other applicant (see MA handbook for MA eligibility criteria at:

<http://www.dhfs.state.wi.us/em/mahandbook/index.htm>). Depending on the type of MA applied for, the individual must lodge an EBD MA application HCF 10101 or Family MA application HCF 10100. An application for RCA does not constitute an application for MA. If the refugee is eligible for any type of MA, then s/he is not eligible for RMA.

If an applicant has income which exceeds the limits for MA or BC, follow the spend down policy just the same as with any other applicant. If a refugee, who has been receiving MA and is still within his/her first eight months of arrival, becomes ineligible for MA due to earnings from employment and does not qualify for an MA extension, s/he must be transferred to RMA without an eligibility redetermination for the remainder of the eight month RMA eligibility period. At the end of the eight months, redetermine eligibility for MA.

**20.2.3      Supplemental Security Income (SSI)**

Refer any refugee, asylee, or entrant age 65 or older, or who is blind or disabled to the Social Security Administration to apply for SSI. Determine eligibility for RCA and RMA until SSI begins, as long as they are still within the first 8 months eligibility period.

If you learn that SSI has been paid for the same month as an RCA payment, you must attempt to recover the payment.

**20.2.4      Kinship Care**

Minor refugees, who are living with adult caretaker relatives (See 18.7.0), instead of their parents, should be referred for application to Kinship Care. Determine eligibility for RCA until Kinship Care begins. When Kinship Care begins, terminate RCA eligibility.

**20.2.5      Federal Refugee Resettlement Grants**

When a refugee first enters the country, s/he may be eligible for certain federal assistance grants which provide initial federal resettlement support services and funds.

#### **20.2.5.1 Reception & Placement (R&P) Grant**

Reception & Placement (R&P) assistance are “one time” payments to refugees during the first 30 days after arrival to the US. The payments are made by the VOLAG on the refugee’s behalf to pay expenses (rent and household items) or issued directly to the refugees. The amount can be up to \$400 per person. These payments can be verified by contacting the VOLAG.

##### **R&P Treatment for Programs:**

**FS** - Any cash payment received directly by the refugee would be considered non-recurring lump sum payments, and treated as an asset from the date of receipt (FSHB App. 12.02.11).

**CC/MA/RCA/RMA/W-2** – This payment is disregarded. Agencies must not count it in determining financial eligibility, but document it in case comments.

#### **20.2.5.2 “Match Grant” Income and Services**

Currently, “Match Grant” benefits are available only to refugees in the Milwaukee and Sheboygan areas. They will be issued by the VOLAG. The Match Grant combines federal funding with matching VOLAG funds which can be used to support refugees in the manner in which the VOLAG determines. These payments can be provided up to 120 days after entry and can be extended up to 180 days in certain cases. The amount of cash received per month from this program can vary per refugee. The VOLAG will need to be contacted to verify participation and any monthly cash income amount received by the refugee.

##### **“Match Grant” Treatment for Programs:**

**FS/MA/RMA/CC** - Count income actually received by refugee as unearned income.

**W-2/RCA** - Refugees who receive cash income or services under the “Match Grant” program are not eligible for W-2 or RCA programs during the same period.

#### **20.3.0 DATE OF ENTRY/TIME LIMIT**

A refugee, asylee or entrant may receive financial or medical assistance, or both from the RAP for up to eight months. The eight-month clock begins the date s/he entered the United States (U.S.), or the date the grant of asylum was made. Thus, you may need to calculate a prorated grant for the first and last month’s benefits.

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**EXAMPLE:** If a refugee entered the US on 08-16-02, the eight months period expires on 04-15-03.

Partial payments will be issued during the first month of application, and the final month. For example: if the refugee applies on 08-17-02, pro-rate the initial payment from the eligibility begin date through the end of the month. When a refugee will reach the end of the eight-month eligibility period, provide notice of the termination of eligibility at least 10 days prior to the termination date.

(See forms DWSM-13753-E, DWSM-13753-E-B, DWSM-13753-E-R, DWSM-13753-E-H; DWSM-13758-E, DWSM-13758-E-B, DWSM-13758-E-R, DWSM-13758-E-H; DWSM-13767-E, DWSM-13767-E-B, DWSM-13767-E-R, DWSM-13767-E-H; DWSM-13768-E, DWSM-13768-E-B, DWSM-13768-E-R, DWSM-13768-E-H; and DWSM-13769-E, DWSM-13769-E-B, DWSM-13769-E-R, DWSM-13769-E-H. These notices are in English, BCS (Bosnian-Croatian-Serbian), Russian, and Hmong.)

Pro-rate the final payment from the beginning of the month to the end of eligibility.

If a refugee, asylee, or entrant has not received RCA or RMA in the eight-month time period from the date s/he entered the U.S. or acquired asylum status, s/he is no longer eligible for this assistance. There is no future eligibility for these programs.

**EXAMPLE:** A refugee applies for RCA and RMA on 10-03-02, after being in the US for nine months. Deny the application because the period of eligibility has lapsed.

Asylees may have been temporarily in the United State prior to being granted asylum status. Their eligibility clock begins with the date they were granted asylum, as indicated on their asylum letter.

For victims of trafficking, the “entry date” is the date of certification, which is contained in the certification letter.

## 20.4.0 RCA NON-FINANCIAL ELIGIBILITY

Eligibility for Refugee Cash Assistance is based on:

1. Ineligibility for W-2 paid placement, SSI, or Kinship Care (20.2.0);
2. Immigration Status (20.4.1);

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3. Date of entry into US (20.3.0);
4. Compliance with employment and training requirements (20.7.0);
5. Lack of status as a full time student in higher education (20.4.2);
6. No job quit or employment refusal within 30 days prior to RCA application.

#### 20.4.1 Immigration Status

Individuals with any of the following statuses meet the *Immigration Status* requirement for Refugee Cash or Medical Assistance:

1. Individuals paroled as refugees or asylees under §212(d)(5) of the Immigration and Nationality Act (INA);
2. Refugees admitted under §207 of the INA ;
3. Asylees whose status was granted under §208 of the INA ;
4. Cuban and Haitian entrants, in accordance with the requirements in 45 CFR §401.2;
  - Any individual granted parole status as a Cuban/Haitian Entrant (Status Pending) or granted any other special status subsequently established under the immigration laws for nationals of Cuba or Haiti, regardless of the status of the individual at the time assistance or services are provided.
  - A national of Cuba or Haiti who was paroled into the United States and has not acquired any other status under the INA and with respect to whom a final, nonappealable, and legally enforceable order of removal, deportation or exclusion has not been entered.
  - A national of Cuba or Haiti who has an application for asylum pending with the INS and with respect to whom a final, nonappealable, and legally enforceable order of removal, deportation or exclusion has not been entered.
5. Certain Amerasians from Vietnam who are admitted to the U.S. as immigrants pursuant to §584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act, 1988 (as contained in §101(e) of Public Law 100-202 and amended by the 9<sup>th</sup> proviso under Migration and Refugee Assistance in Title II of the Foreign Operations, Export Financing, and Related Programs Appropriations Acts, 1989 (Public Law 100-461 as amended), and
6. The Trafficking Victims Protection Act of 2000, Pub.L.No.106-386, division A, 114 Stat. 1464 (2000) makes adult victims of severe forms of trafficking who have been certified by the US Department of Health & Human Services eligible for refugee benefits. Children who are victims of trafficking do not need to be certified.

## **20.4.2 Full Time Students**

Refugees who are enrolled as full-time students in an institution of higher education are not eligible for receipt of RCA.

## **20.5.0 RCA FINANCIAL ELIGIBILITY**

Use the W-2 financial eligibility criteria found in *Chapter 3*. Note that R&P income described in Section 20.2.5.1 is not counted when determining RCA financial eligibility.

### **20.5.1 Sponsor Income**

When a sponsor of an alien signs a legally enforceable affidavit indicating s/he will provide financial support to the alien, this sponsor's income is usually deemed (considered available) when calculating eligibility for W-2, food stamps, and Medical Assistance benefits. However, refugees do not have this kind of legally responsible sponsor whose deemed income is used in the determination of financial eligibility. Income actually received by the refugee from their sponsor is used in the determination of financial eligibility.

A VOLAG or a state governmental agency working with the federal government has resettled most refugees and entrants. A current listing of VOLAGS can be found in Appendix IX. Contact the VOLAG and ask what assistance that sponsor is giving to the refugee, asylee, or entrant. Enter this information in the case record. Include the name of the refugee caseworker and voluntary resettlement agency's name and address. Work closely with these providers since they have linguistically and culturally appropriate staff as a resource. (See E&T Section 20.7.0)

### **20.5.2 RCA Assistance Groups**

The assistance group can be a primary adult person and his/her spouse without minor children. If an adult refugee becomes ineligible for a W-2 paid placement due to a change in circumstances in which there is no longer a dependent child in the household, redetermine eligibility for RCA for any remainder of the initial 8 month residence period in this country. Each single adult forms her/his own RCA assistance group, even if living in the same household with other RCA groups. In cases where the spouse in an assistance group has a different arrival date, consider the income of the already employed spouse when determining eligibility for 8 months of RCA for the group based on entry of the newly arriving spouse into the country.



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**20.5.2.1 Teen Parent and Minor Children Assistance Groups**

Teen parents and their children can form an RCA assistance group. If either teen parent turns 18 during the RCA eligibility period, redetermine W-2 eligibility and remove the teen group from RCA **IF** the 18 year old is found to be eligible for a W-2 paid placement.

One or more minor siblings living in a single household with adult caretaker relatives (See 18.7.0) instead of their parents may form one assistance group and receive RCA while an application for Kinship Care is pending. One or more non-sibling minors living in a single household with adult caretaker relatives can each form their own assistance group for RCA while an application for Kinship Care is pending.

**EXAMPLE:** A household which consists of a mother, father and their minor children, the minor son and daughter of the mother's sister and the minor child of the mother's brother would form the following assistance groups: One W-2 AG consisting of wife, husband and their children, one RCA AG for the niece and nephew who are brother and sister and one RCA AG for the child of the mother's brother.

RCA for all minors with caretaker relatives will terminate upon acceptance in Kinship Care or completion of the 8 month RCA eligibility period, whichever comes first.

**20.5.3 Unavailable Resources**

When determining financial eligibility and the amount of assistance, count financial resources that are available to the refugee or entrant.

Resources considered not available include, but are not limited to, resources remaining in the country of origin, whether owned by the refugee, asylee or entrant or by a responsible relative.

**20.6.0 RCA PAYMENT LEVELS**

RCA will consist of three payment levels consistent with those payments for W-2 Trial Jobs, Community Service Jobs (CSJ) and W-2 Transitions (W-2T). The payment level will be assigned on the basis of level of job readiness. The monthly RCA payment amount for adults and teen parents will be the same as the appropriate W-2 level (CSJ or W-2T payment) for each month in which the participant meets employment and training requirements. For example, the CSJ payment level for RCA would typically be used for refugees who are employable but have barriers such as language, education, or work experience. The W-2T payment level for RCA would typically be used for those with more

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severe personal or family physical, mental, or cognitive barriers. The W-2 agency may also make a subsidy payment to an employer to help a refugee obtain employment, in accordance with the rules for Trial Jobs.

When minor children living with adult caretaker relatives form their own assistance group while they are pending Kinship Care, they will be paid at the CSJ payment level unless they have severe physical, mental, or cognitive barriers which provides a W2T level payment. RCA payment continues until Kinship Care is established.

Eligibility begins on the date of application. Use the W-2 application as an RCA application. Eligibility must be determined within seven working days of the first meeting with the FEP. The initial payment must be made within five working days following determination of eligibility and each monthly payment shall be made by the first of the month thereafter. RCA payment amounts are not reduced on an hourly basis for lack of participation. Rather, failure to participate may result in a sanction, as indicated in 20.8.0.

Eligibility ends eight months after the date of arrival in the United States. Therefore, the agency may need to make pro-rated payments at the beginning and end of any eligibility period, based upon the number of days eligible in relationship to the number of days in the month.

## **20.7.0 EMPLOYMENT & TRAINING (E&T)**

All refugees must be enrolled in Employment and Training Services within 30 days of a determination of eligibility for RCA. Depending on the situation, the RCA E&T provider may be the Food Stamp Employment & Training (FSET) provider or a Refugee E&T provider who can provide culturally and linguistically appropriate services. RCA participants may be co-enrolled in both the FSET and Refugee E&T program services. RCA participants may be co-enrolled in unpaid W-2 case management services and in FSET, plus Refugee E&T program services if needed. However, an RCA participant cannot be co-enrolled in both FSET and paid placement W-2 services. In order to receive transportation funding from FSET and bilingual assistance resolving health-related problems, both FSET worker and Refugee E&T provider must coordinate appropriate services. For FSET eligible refugees, participation in FSET meets the criteria for participation in Refugee E&T. Participation in E&T under the Refugee or Match Grant program meets participation requirements for FSET.

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Refugees who are FSET mandatory may be referred to either the FSET provider or the Refugee E&T provider, whichever agency is best able to serve the participant. Refugees who are not FSET mandatory must be referred to the Refugee E&T provider. If there is more than one adult in the case, both must be referred.

Participation in employment-related services will include any allowable services, as identified in the self-sufficiency plan developed by the refugee E&T provider or FSET worker in consultation with the client. These include but are not limited to:

1. Employment services, including development of a family self-sufficiency plan, world-of-work and job orientation, job clubs, job workshops, job development, referral to job opportunities, job search, and job placement and follow-up;
2. Employability assessment services, including interest, aptitude and skills testing;
3. English language instruction, including Vocational English as a Second Language (VESL), English as Second Language (ESL) must be concurrent with other services;
4. Vocational training, including driver education;
5. Skills recertification;
6. Trial job;
7. Work experience;
8. Transportation;
9. Translation and interpreter services;
10. Case management services; and
11. Assistance in obtaining Employment Authorization Documents (EADs).

In addition, the E&T provider may provide the following services:

1. Outreach services, including activities designed to familiarize refugees with available services, to explain the purpose of these services, and facilitate access to these services, and
2. Social adjustment services. Since refugees come from other countries, including many with much different cultures, in coordination with job-seeking services, the service provider may want to provide or refer the refugee to specific services that help with the acculturation process. These might include:
  - Emergency services, including assessment and short-term counseling to persons or families in a perceived crisis or those suffering from post-traumatic stress disorder; referral to appropriate resources; and/or making the arrangements for necessary services;

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- Health-related services, including information about the health care system; referral to appropriate resources; assistance in scheduling appointments and obtaining services; and one-on-one counseling or workshops to individuals or families to help them understand and identify their physical and mental health needs and maintain or improve their physical and mental health;
- Home management services, including formal or informal instruction to individuals or families in management of household budgets, home maintenance, nutrition, housing standards, tenants' rights, and other consumer education services; and
- Transportation, translation and interpreter services, and case management services, when these are necessary for a purpose other than in connection with employment or participation in employability services.

### **20.7.1 Exemptions**

No adult is exempt from the employment and training requirement. However, all activities required in the employment plan must be consistent with the needs and abilities of the participant.

### **20.7.2 E&T Provider List**

A list of specialized employment and training service providers for refugees is located in the *Appendix IX*. This list identifies providers who are funded by the DWD/DWS/BMLRS/Immigrant Integration Section. Participation in a program offered by one of the listed providers meets the requirements for participation in the FSET program.

### **20.7.3 Employed Recipients**

If a refugee, asylee, or entrant is both employed and income-eligible for financial assistance, the agency can make a prorated CSJ payment. If a participant is working ten or fewer hours in a week, s/he is eligible for 2/3 of a CSJ payment; if employed between ten and 20 hours per week, eligible for 1/2 CSJ; and if employed between 20 and 30 hours per week, eligible for 1/3 CSJ.

### **20.8.0 REFUSAL TO COMPLY AND SANCTIONS IN RCA**

A refugee, asylee or entrant who is an adult member of an RCA assistance group must comply with any appropriate employment and training assignment, go to a job interview arranged by an employment and training agency, and accept any appropriate offer of employment. To

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be considered appropriate, employment or training must meet all of the following:

- Training must be within the scope of the participant's employability plan.
- Services or training must be related to the ability of the person to perform the task on a regular basis. Any claim of adverse effect on the participant's physical or mental health must be documented by a physician, or licensed or certified psychologist.
- The work site must meet federal, state and local health and safety requirements.
- Assignments to work or training may not be made which discriminate based on age, sex, race, creed, color, or national origin.
- Appropriate work may be temporary or permanent, full or part time, or seasonal.
- Wage paid must meet or exceed the appropriate federal or state minimum rate.
- Daily and weekly hours of work may not exceed the hours usually worked in this job.

Do not require the participant to accept employment if:

- The job is vacant due to a strike, lockout, or other bona fide labor dispute.
- Violates the rules of his/her existing union membership. However, employment not governed by that union's rules might be deemed appropriate.
- Make sure that the training meets the quality of training required by local employers, so that the participant is able to compete in the local labor market. Training must be designed to be likely to lead to employment.

If a participant fails to participate without good cause, the employment and training provider must immediately notify the FEP of the non-cooperation failure so the FEP can review the issues and provide a determination of good cause in regards to RCA program participation.

Good Cause reasons for RCA non-participation are:

1. A required court appearance which must include a required court appearance for a victim of domestic abuse.
2. Child care was necessary for participation in activities or to accept employment, and child care was unavailable and the E & T provider was unable to provide or refer the participant for alternate childcare arrangements.

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3. Other circumstances beyond the control of the participant, but only as determined by the FEP.

It is important, though, that FEPs apply good cause in a culturally competent manner.

**EXAMPLE:** A practicing Muslim (whose religion prohibits the eating of pork or use of alcohol) cannot be sanctioned for refusing to butcher pigs or serve alcohol. This individual would have “good cause” for rejecting such an offer.

When the participant refuses to participate and good cause is not found, a sanction process will be used by the W-2 agency to suspend or terminate RCA payments. A sanction is defined as stoppage of RCA payments for a set period of time for non-cooperation when otherwise eligible for RCA. A first sanction will apply for a three-month period. If a second sanction occurs for non-cooperation without good cause by the same individual, then it will be applied for a six-month period. Because RCA eligibility can only extend for the first 8 months upon entry into this country, a second sanction will usually permanently terminate RCA payments for that individual. The following procedures will be used by the W-2 agency when applying a sanction:

- Give the refugee, asylee, or entrant at least 10 days advance written notice of the action for the intended suspension or termination of payment, length of sanction, and the reason for it. The notice will also include a notice of the recipient's rights and how to appeal for an oral Hearing plus will include a compliance date for appeal submittal. Inform the participant that written RCA program policies are available in English and upon request will be translated verbally into their native language by the W-2 agency at no charge. The notice must be in English and either translated into the recipient's language or a verbal translation provided.
- If no appeal is made by the required appeal date for single or married participants in an RCA assistance group, the W-2 Agency will suspend or terminate RCA payments to that assistance group for the time period required depending on whether it is a first or second sanction.
- For an assistance group comprised of married persons, the non-sanctioned spouse can only apply for their own determination of RCA eligibility if that member no longer resides in the household of the sanctioned participant.
- If an appeal is filed as required, RCA payments may not be terminated until completion of written hearing findings. However, benefit recovery

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may be made by the RCA agency if hearing findings support the sanction.

**20.9.0 FAIR HEARINGS**

The State will use the fair hearing procedure used in the Income Maintenance Manual for food stamps and medical assistance to resolve disputes.

**20.10.0 DOCUMENT RETENTION**

Include in the case record:

1. Photo copy of INS form I-94, or letter of asylum, or certification of trafficking;
2. Name of the voluntary resettlement agency and refugee case worker;
3. Date of entry into the US or, for asylees, date of grant of asylum, or date of trafficking determination; and
4. Referral for E&T services to the refugee E&T agency, unless an FSET referral is documented in CARES.

**20.11.0 REVIEW**

If a participant becomes employed, s/he must notify the caseworker within ten days. A participant must notify the FEP within ten days of any change in income or family status. Because of the short eligibility period, there is no required review period for RCA, but eligibility should be reviewed whenever a participant is scheduled for a regular review of any other benefits administered by the W-2 agency.

**20.12.0 EXPENDITURE AND REIMBURSEMENT**

Since CARES is not programmed to support the RCA program, manually generated RCA payments are provided by the W-2 agency for up to 8 months after the refugee's official date of entry into this country.

W-2 agencies are reimbursed for their RCA and related administrative costs separate from their W-2 contract allocation. Related payment profiles 0133 and 0134 for W-2 agencies to claim reimbursement for RCA cash and administrative program costs are provided at DWD Internet site: [http://www.dwd.state.wi.us/core/core\\_program\\_codes.htm](http://www.dwd.state.wi.us/core/core_program_codes.htm)

Forms for Caseload Reports are also available at:

[http://dwdworkweb/forms/dws/DWSM\\_2478.htm](http://dwdworkweb/forms/dws/DWSM_2478.htm). They should be sent to:

DWD/DWS  
Bureau of Migrant Refugee and Labor Services  
201 E Washington Ave G100  
Madison WI 53707-7972